

Position Description

Coordinator, Communications Projects

Position No:	NEW
Business Unit:	Deputy Vice-Chancellor (Academic)
Division:	Student Experience and Employability
Department:	Student Communications
Classification Level:	HE06
Employment Type:	Full-time, Fixed-Term
Campus Location:	Location Independent
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

Reporting to the Manager, Student Communications, the Coordinator will support institutional review and uplift of student facing information to ensure alignment and adherence to TEQSA standards. The incumbent will conduct work including, but not limited to: reviewing existing content, supporting subject matters experts to review and update content, identifying gaps where resource creation is needed in addition to identifying resources requiring uplift and/or redesign. The role will collaborate with subject matter experts and contribute to the content design and delivery of updated and new resources. This role may have a matrix relationship to other teams to align the work being undertaken across the University's Registration project.

Duties at this level will include:

- Advises on the analysis and interpretation of data, identify trends and test solutions, sources additional related information where appropriate, and reports on progress, to support the resolution of issues/problems.
- Applies appropriate expertise and uses judgement to make decisions where solutions are not obvious, to deliver professional services to meet customer requirements.
- Generates original ideas and innovative solutions through the provision of specialist know how and advice as appropriate.
- Identifies additional service requirements or service shortfalls and coordinates and/or designs the delivery of innovative solutions to maximise service quality, efficiency and continuity.
- Ensures professional and quality service standards are maintained and applied within own area of activity.
- Sets priorities and monitors work flows and systems within an area of responsibility (ie, for own position and for a team or section if applicable).
- Innovates within own function and takes responsibility for outcomes, including the development of section procedures and management strategies.
- Manages own time and workload on weekly and monthly basis to support the achievement of local team and divisional objectives.
- Website mapping and impact assessment for identification of content needing uplift
- Project coordination, including coordination and interpretation of data through various systems, including Microsoft Excel.
- Content writing for student facing resources.
- Editing of CMS (web and Intranet).
- Refresh and uplift of web interfaces, technology and content as required to meet TEQSA standards.
- Investigate, interpret or evaluate information where considerable interpretation of existing regulations, policies or procedures is required.

Essential Criteria

Skills and knowledge required for the position

- Degree with subsequent relevant experience to consolidate the theories and principles learned, or extensive experience, leading to either the development of specialist expertise or to the development of broad knowledge in an administrative field, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Ability to innovate and take responsibility for outcomes.
- Demonstrated ability to set priorities and monitor workflows within own area of responsibility.
- Proven experience with web content management systems (CMS) and the ability to troubleshoot HTML and CSS issues.
- Experience in media strategy including content and copywriting experience of web and database systems

- Proven analytical and problem solving capability.
- Excellent communication and interpersonal skills, with a demonstrated customer service focus and solution orientated approach.
- Demonstrated ability to gain a conceptual understanding of relevant policies, procedures or systems and interpretation in the application of policy and/or precedent.

Capabilities required to be successful in the position

- Ability to demonstrate self-awareness, see things from another person's perspective and actively seek out and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
- Ability to implement improvements to local processes.
- Ability to cultivate and create space for creativity, continuously reviewing and identifying improvements to local work practices.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community.

We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

**WE ARE
CONNECTED**



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

**WE ARE
INNOVATIVE**



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

**WE ARE
ACCOUNTABLE**



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

**WE
CARE**



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials:

Date: